

**Listing of Claims:**

1. (Currently Amended) A repair request handling method comprising:

~~allowing a client terminal to provide~~ displaying a display  
~~at a client terminal of a client for urging a selection input of~~  
5 ~~information for identifying each a type of product as a repair~~  
~~object;~~

~~subsequently allowing said client terminal to display~~  
displaying a question at the client terminal for checking a  
~~trouble malfunction~~ state of ~~an the~~ identified repair object  
10 ~~product, when there is the selection input of the information for~~  
~~identifying the repair object product;~~

identifying a ~~trouble malfunction~~ based on an answer to the  
displayed question and ~~trouble malfunction~~ information stored in  
a ~~trouble malfunction~~ information database ~~, when there is the~~  
15 ~~answer to the question from said client terminal;~~

calculating an estimate of a cost required for a repair of  
the ~~trouble malfunction~~ and a date of delivery by of a repair  
component based on the identification of the ~~trouble malfunction~~;  
and

20 ~~allowing said~~ displaying at the client terminal to display  
the calculated estimate and the date of delivery, ~~and to provide~~  
~~a display for allowing a client to select presence/absence of~~

selectable options for making a repair request ~~or purchase of~~ and  
for purchasing a new product.

2. (Currently Amended) The repair request handling method according to claim 1, further comprising updating the ~~trouble~~ malfunction information ~~of in~~ the ~~trouble~~ malfunction information database based on the identified malfunction ~~trouble~~, ~~when the trouble is identified.~~

3. (Currently Amended) The repair request handling method according to claim 1, further comprising:

~~allowing the client terminal to provide~~ displaying a display ~~at the client terminal for urging an input of~~ inputting client  
5 information ~~such as a client name, when there is a selection~~  
~~input of~~ the option for making the repair request ~~from~~ is  
selected at the client terminal; and

~~defining acceptance of~~ accepting the repair request, when  
~~there is the input of the predetermined client information from~~  
10 is input at said client terminal.

4. (Currently Amended) The repair request handling method according to claim 3, further comprising instructing collection of the repair object ~~product~~ from the client, when ~~the acceptance~~ of the repair request is defined accepted.

5. (Currently Amended) The repair request handling method according to claim 4, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

6. (Currently Amended) The repair request handling method according to claim 3, further comprising instructing collection of the repair object ~~product~~ from the client and radio-transmitting money collection information to a radio mobile terminal, when ~~the acceptance of the repair request is defined~~ accepted.

7. (Currently Amended) The repair request handling method according to claim 6, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

8. (Currently Amended) The repair request handling method according to claim 3, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

9. (Currently Amended) A repair request handling method comprising:

~~allowing a client terminal to provide~~ displaying a display  
~~at a client terminal of a client for urging a selection input of~~  
5 ~~information for identifying each~~ a type of product as a repair  
object;

~~subsequently allowing said client terminal to display~~  
displaying a question at the client terminal for checking a  
~~trouble~~ malfunction state of ~~an~~ the identified repair object  
10 ~~product, when there is the selection input of the information for~~  
~~identifying the repair object product;~~

identifying a ~~trouble~~ malfunction based on an answer to the  
displayed question and ~~trouble~~ malfunction information stored in  
a ~~trouble~~ malfunction information database ~~, when there is the~~  
15 ~~answer to the question from said client terminal;~~

calculating an estimate of a cost required for a repair of  
the ~~trouble~~ malfunction and a date of delivery ~~by of a repair~~  
component based on the identification of the ~~trouble~~ malfunction;

~~allowing said~~ displaying at the client terminal to display  
20 the calculated estimate and the date of delivery, ~~and to provide~~  
~~a display for allowing a client to select presence/absence of~~  
selectable options for making a repair request ~~or purchase of and~~  
for purchasing a new product; and

25        ~~reading and~~ displaying at the client terminal new product information of the same type of product ~~type~~ as ~~that of~~ the identified repair object, ~~product~~ said new product information being read from a new product information database.

10. (Currently Amended) The repair request handling method according to claim 9, further comprising prohibiting the new product information from being displayed ~~in~~ at the client terminal, when a purchase date of the identified repair object ~~product~~ is within a predetermined period.

11. (Currently Amended) The repair request handling method according to claim 10, further comprising updating the ~~trouble~~ malfunction information ~~of in~~ the ~~trouble~~ malfunction information database based on the identified malfunction trouble, ~~when the trouble is identified.~~

12. (Currently Amended) The repair request handling method according to claim 9, further comprising updating the ~~trouble~~ malfunction information ~~of in~~ the ~~trouble~~ malfunction information database based on the identified malfunction trouble, ~~when the trouble is identified.~~

13. (Currently Amended) The repair request handling method according to claim 9, ~~further comprising reading wherein the~~ displayed new product information ~~of the~~ corresponds to a same price group ~~and the same product type as those of the~~ identified repair object ~~product from the new product information database~~ and displaying the new product information in said client terminal.

14. (Currently Amended) The repair request handling method according to claim 13, further comprising prohibiting the new product information from being displayed ~~in~~ at the client terminal, when a purchase date of the identified repair object ~~product~~ is within a predetermined period.

15. (Currently Amended) The repair request handling method according to claim 14, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble~~ malfunction information database based on the identified malfunction ~~trouble, when the~~ trouble is identified.

16. (Currently Amended) The repair request handling method according to claim 13, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble~~ malfunction information

database based on the identified malfunction ~~trouble, when the~~  
~~trouble is identified.~~

17. (Currently Amended) The repair request handling method  
according to claim 9, ~~further comprising reading wherein the~~  
~~displayed~~ new product information ~~of the~~ is in a same price group  
of as an estimated ~~amount and the same product type as those~~  
5 repair cost of the identified repair object ~~product from the new~~  
~~product information database and displaying the new product~~  
~~information in said client terminal.~~

18. (Currently Amended) The repair request handling method  
according to claim 17, further comprising prohibiting the new  
product information from being displayed ~~in~~ at the client  
terminal, when a purchase date of the identified repair object  
5 ~~product~~ is within a predetermined period.

19. (Currently Amended) The repair request handling method  
according to claim 18, further comprising updating the ~~trouble~~  
malfunction information ~~of in the trouble~~ malfunction information  
database based on the identified malfunction ~~trouble, when the~~  
5 ~~trouble is identified.~~

20. (Currently Amended) The repair request handling method according to claim 17, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

21. (Currently Amended) A repair request handling method comprising:

~~allowing a client terminal to provide~~ displaying a display ~~at a client terminal of a client for urging a selection input of~~  
5 ~~information for identifying each a type of product as a repair~~  
~~object;~~

~~subsequently allowing said client terminal to display~~  
displaying a question at the client terminal for checking a  
~~trouble malfunction~~ state of ~~an the~~ identified repair object  
10 ~~product, when there is the selection input of the information for~~  
~~identifying the repair object product;~~

identifying a ~~trouble~~ malfunction based on an answer to the  
displayed question and ~~trouble malfunction~~ information stored in  
a ~~trouble malfunction~~ information database ~~, when there is the~~  
15 ~~answer to the question from said client terminal;~~

calculating an estimate of a cost required for a repair of  
the ~~trouble~~ malfunction and a date of delivery ~~by~~ of a repair  
component based on the identification of the ~~trouble~~ malfunction;



20 ~~allowing said displaying at the client terminal to display~~  
~~the calculated estimate and the date of delivery and to provide~~  
~~displaying a display for allowing a at the client to select~~  
~~presence/absence of terminal including selectable options for~~  
~~making a repair request or purchase of and for purchasing a new~~  
~~product;~~

25 ~~allowing the client terminal to provide displaying a display~~  
~~at the client terminal for urging an input of inputting client~~  
~~information such as a client name, when there is the selection~~  
~~input one of the selectable options for making the repair request~~  
~~from and for purchasing the new product is selected at said~~  
30 ~~client terminal; and~~

~~defining acceptance of accepting the selected one of the~~  
~~repair request and the purchase of the new product, when there is~~  
~~the input of the predetermined client information from is input~~  
~~at said client terminal.~~

35 ~~or allowing the client terminal to provide the display for~~  
~~urging the input of the client information such as the client~~  
~~name, when there is the selection input of the purchase of the~~  
~~new product from said client terminal; and~~

~~defining the acceptance of the purchase of the new product,~~  
40 ~~when there is the input of the predetermined client information~~  
~~from said client terminal.~~

22. (Currently Amended) The repair request handling method according to claim 21, further comprising instructing collection of the repair object ~~product~~ from the client, when ~~the acceptance of the repair request is defined~~ accepted.

23. (Currently Amended) The repair request handling method according to claim 22, further comprising updating the ~~trouble malfunction~~ information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified~~.

24. (Currently Amended) The repair request handling method according to claim 21, further comprising instructing collection of the repair object ~~product~~ from the client and radio-transmitting money collection information to a radio mobile terminal, when ~~the acceptance of the repair request is defined~~ accepted.

25. (Currently Amended) The repair request handling method according to claim 24, further comprising updating the ~~trouble malfunction~~ information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified~~.

26. (Currently Amended) The repair request handling method according to claim 21, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

27. (Currently Amended) The repair request handling method according to claim 26, further comprising:

displaying ~~questionnaires of at the client terminal a~~ questionnaire generated by a question selection system ~~having~~  
5 ~~different contents in the client terminal based on the one of: a~~  
selection ~~input~~ of the option for making the repair request, ~~the~~  
~~selection an input of that repair of the identified product is~~  
unnecessary ~~repair, or the and a~~ selection ~~input~~ of the option  
for purchasing the new product ~~purchase~~; and

10 taking answers to the ~~questionnaires~~ questionnaire from said client terminal.

28. (Currently Amended) A repair request handling apparatus comprising:

first display control means for ~~allowing a client terminal~~  
~~to provide~~ displaying a display at a client terminal of a client  
5 ~~for urging a selection input of information for identifying each~~  
a type of product as a repair object;

second display control means for ~~allowing the client~~  
~~terminal to display~~ displaying a question at the client terminal  
for checking a ~~trouble~~ malfunction state of ~~an~~ the identified  
10 repair object product, ~~when there is the selection input of the~~  
~~information for identifying the repair object product from said~~  
~~client terminal;~~

a ~~trouble~~ malfunction information database in which  
respective types of ~~trouble~~ malfunction information are stored;

15 ~~trouble~~ malfunction identification means for identifying a  
~~trouble~~ malfunction based on an answer to the displayed question  
and the ~~trouble~~ malfunction information stored in the ~~trouble~~  
malfunction information database, ~~when there is the answer to~~  
~~the question for checking the trouble state from said client~~  
20 ~~terminal;~~

means for calculating an estimate of a cost required for a  
repair of the ~~trouble~~ malfunction and a date of delivery of a  
repair component based on the ~~trouble~~ malfunction identified by  
the ~~trouble~~ malfunction identification means;

25 a new product information database in which respective types  
of new product information are stored; and

third display control means for ~~allowing said~~ displaying at  
the client terminal ~~to display~~ the calculated estimate and the  
date of delivery, ~~and to provide a display for allowing a client~~  
30 ~~to select presence/absence of~~ selectable options for making a

repair request ~~or purchase of~~ and for purchasing a new product at  
the client terminal, and ~~reading and displaying~~ new product  
information of the same type of product ~~type~~ as ~~that of~~ the  
repair object, ~~product~~ said new product information being read  
35 from said new product information database.